

# Knowledge Is Power

Or

Taking the Fear Out of the Web Portal

07132012



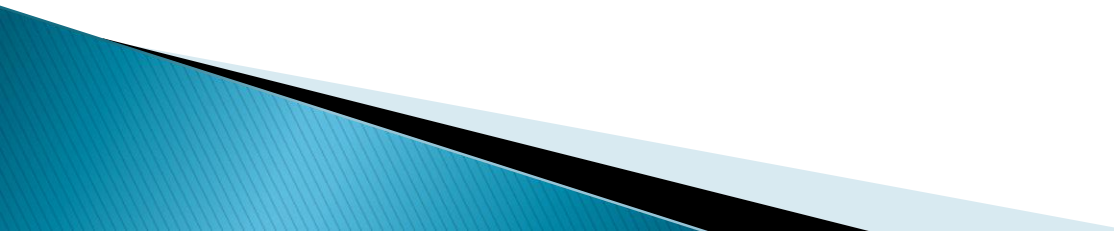
# Ohio

Child Support  
Customer Service  
Web Portal




<http://jfs.ohio.gov/Ocs>

# What is it? And who can use it?

- ▶ A fast and easy way to view and print child support payment histories and other case specific information from any computer.
  - ▶ Child support participants with open cases may access the Web Portal.
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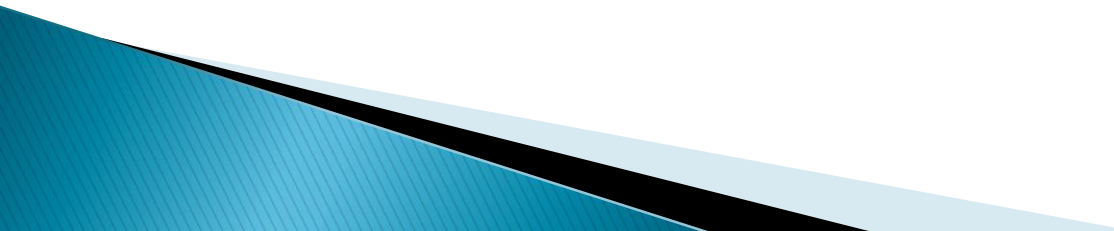
# Is there anyone who can't use it?

Yes.....

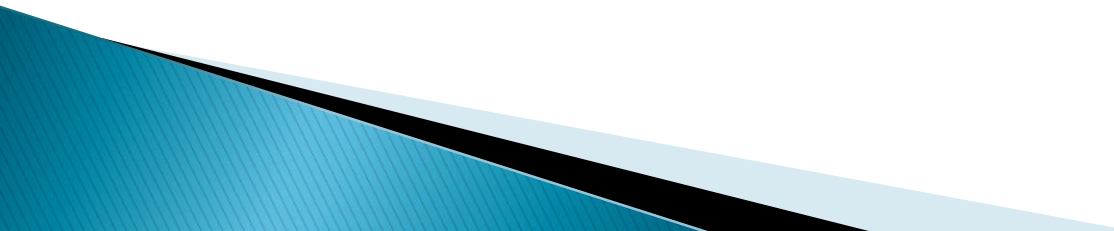
- ▶ People who do not have an open child support case that has a monetary obligation.
  - ▶ People with only closed support cases.
  - ▶ People who have multiple participant numbers.
  - ▶ People who do not have access to a computer.
  - ▶ People who have never used direct deposit or the e-quick pay card.
- 

# What other 'case specific information' is available?

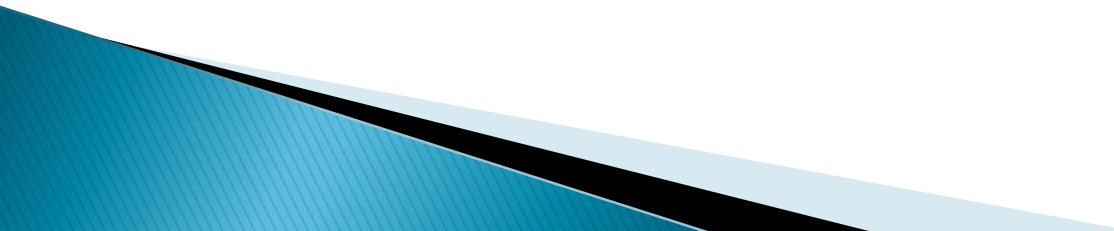
Information the CSEA has on file **about themselves** like:

- ▶ Address
  - ▶ Employment
  - ▶ Health Insurance
  - ▶ Support Order information on file
  - ▶ Answers to frequently asked questions
- 

And.....

- ▶ **Customers are not able to view information on the other party to the case.**
- 

# When and where is the Web Portal accessible?

- ▶ The portal is easily accessed from any computer– including 2 in the lobby of the CSEA at 701 Adams St.
  - ▶ It is available 23 hours a day and 7 days a week.
- 

First, go to the website.

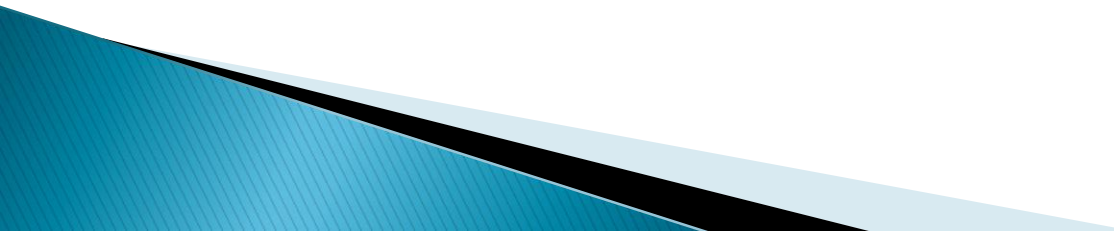
▶ [www. Jfs.ohio.gov /Ocs](http://www.Jfs.ohio.gov/Ocs)





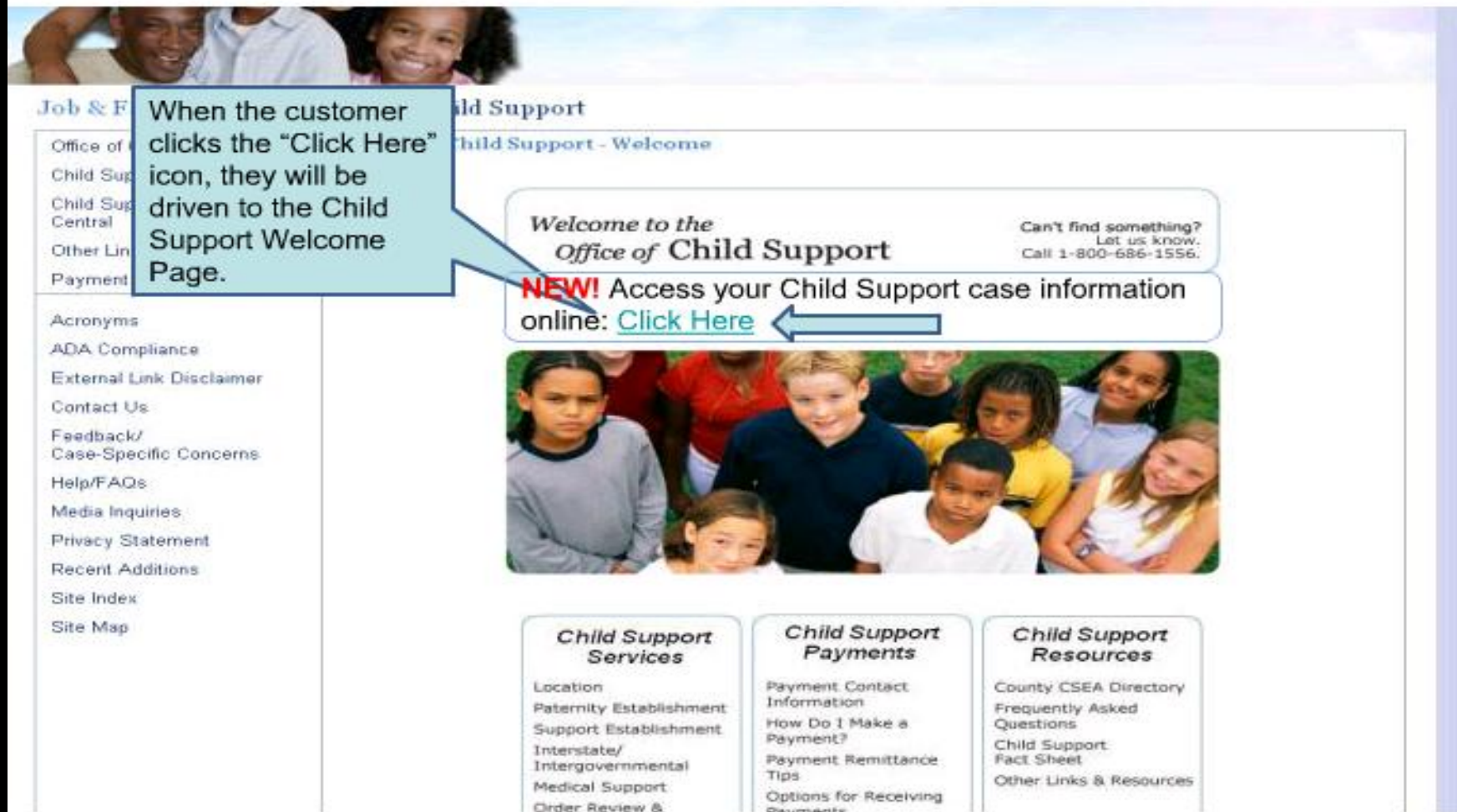
# Getting started....

Just like most other online services, there is a series of steps customers must follow to initially set up their account and get through some security screens.



Customers can log in to the Child Support Customer Service portal from the Office of Child Support Home page using the following link:

<http://jfs.ohio.gov/Ocs/index.stm>



The screenshot shows the Ohio Office of Child Support website. A blue callout box on the left points to a 'Click Here' link in the 'NEW!' section, stating: 'When the customer clicks the "Click Here" icon, they will be driven to the Child Support Welcome Page.' The website header includes 'Job & Family Support' and 'Child Support - Welcome'. The main content area features a 'Welcome to the Office of Child Support' message, a 'Can't find something? Let us know. Call 1-800-686-1556.' link, and a 'NEW! Access your Child Support case information online: Click Here' link with a blue arrow pointing to it. Below this is a photo of a diverse group of children. At the bottom, there are three columns of links: 'Child Support Services' (Location, Paternity Establishment, Support Establishment, Interstate/Intergovernmental, Medical Support, Order Review &), 'Child Support Payments' (Payment Contact Information, How Do I Make a Payment?, Payment Remittance Tips, Options for Receiving), and 'Child Support Resources' (County CSEA Directory, Frequently Asked Questions, Child Support Fact Sheet, Other Links & Resources).

**Job & Family Support**

Office of Child Support  
Child Support - Welcome

When the customer clicks the "Click Here" icon, they will be driven to the Child Support Welcome Page.

Welcome to the  
**Office of Child Support**

Can't find something?  
Let us know.  
Call 1-800-686-1556.

**NEW!** Access your Child Support case information online: [Click Here](#)

**Child Support Services**

- Location
- Paternity Establishment
- Support Establishment
- Interstate/Intergovernmental
- Medical Support
- Order Review &

**Child Support Payments**

- Payment Contact Information
- How Do I Make a Payment?
- Payment Remittance Tips
- Options for Receiving

**Child Support Resources**

- County CSEA Directory
- Frequently Asked Questions
- Child Support Fact Sheet
- Other Links & Resources

The **Welcome to the Child Support Customer Service Portal Page** is where the customer will click the button to access the Child Support Customer Service Portal.



**Ohio.gov** | Department of Job and Family Services

About JFS | Our Services | Info Ce

**Welcome To The State Of Ohio - Office Of Child Support**

**Child Support Customer Service Portal**

To access your Child Support cases, [Click Here](#)

If you are currently a registered user for ODJFS online Cash, Food, or Medical benefits, please use your existing User ID and Password to login.

**WARNING:** You are preparing to view information from a government computer system. Misrepresenting yourself and viewing another's information or entering false information on this website may subject you to prosecution.

By selecting "Click Here", I affirm that I am the person I claim to be.

[Home](#) | [Privacy Statement](#) | [Contact](#)

Date of Release: December 15th, 2011; Version 1.11 - RP\_437, Ohio Department of Job and Family Services

When the customer clicks the "Click Here" icon, they will be driven to a CAPTCHA page for security purposes.

The customer will be required to complete the **CAPTCHA Page** each time they access the portal. Once they click submit, they will be driven to the Login page.



Type the code shown in the image below

[Try different image](#)



[Submit](#)



If you are unable to enter the code from the above image, please [Click Here](#) for an audio captcha page.

If you are unable to type in the image you see on this page, please contact your local Child Support Enforcement Agency at the following link for assistance in obtaining case information.

For County Contact Information [Click Here](#)

[Home](#) | [Privacy Statement](#) | [Contact](#)

Date of Release: December 5th, 2011; Version 1.4 - RP\_437; Ohio Department of Job and Family Services



The **Login Page** is where the customer will either establish an account, or enter their existing User ID and Password to gain access to the Child Support Customer Service Portal.



Welcome to the Ohio Department of Job and Family Services

If you are currently a registered user for ODJFS online Cash, Food, Medical benefits, or already registered for the Child Support Customer Service Portal, please use your existing User ID and Password to login.

Enter your User ID:  (Between 6 and 15 characters)

Enter your Password:  (Between 6 and 15 characters)

Reset

Login

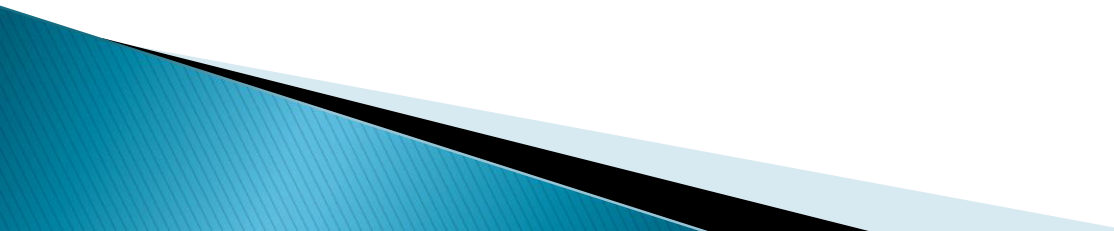
For new customers who do not have a User ID and Password, they must select "Click Here" to set up an account.

If you don't have an Account, [Click Here](#)

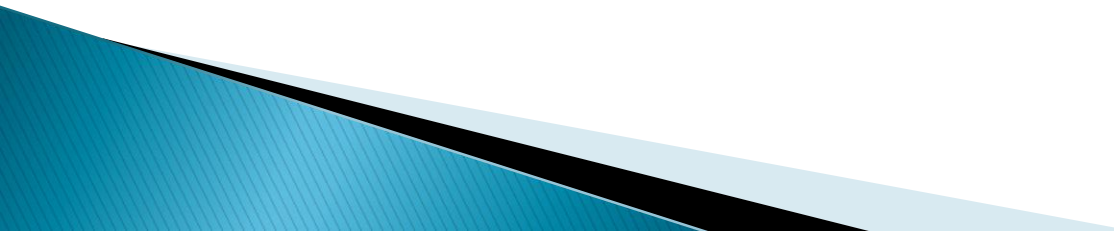
If you forgot your password, [Click Here](#)

[Home](#) | [Privacy Statement](#) | [Contact](#)

# First timers and the Login page....

- ▶ Go directly to “If you don’t have an Account “Click Here”.
  - ▶ You will be driven to a New Account Registration page.
- 

# A word about e-mails....

- ▶ In order to access the Web Portal, you must set up an account. In order to set up an account, you must be able to receive an email confirmation from the state. In order to receive an email confirmation you must have an email account.
  - ▶ If you do not have an email account you may set one up by going to one of the free email addresses listed at the bottom of the New Account Registration page.
- 

The **New Account Registration Page** must be completed for new customers who would like to use the portal. All of the fields below must be completed before the registration can be submitted.



### New Account Registration

Please Enter Registration Details Below (all fields are mandatory)

First Name:  (Letters only between 2 & 20 characters)

Last Name:  (Letters only between 2 & 20 characters)

Create a User ID:  (Between 6 & 15 characters)

Create Password:  (Between 6 & 15 characters)

Re-enter Password:

\* e-mail Address:  (Must have an @ symbol in the e-mail address)

Enter e-mail Address:

If you do not have an e-mail address and would like to get one, the links below will help get you started.

**Get a free e-mail address**

[Hotmail](#)

[Gmail](#)

[Yahoo! Mail](#)

[AOL Mail](#)

[Lycos Mail](#)

[Excite Mail](#)



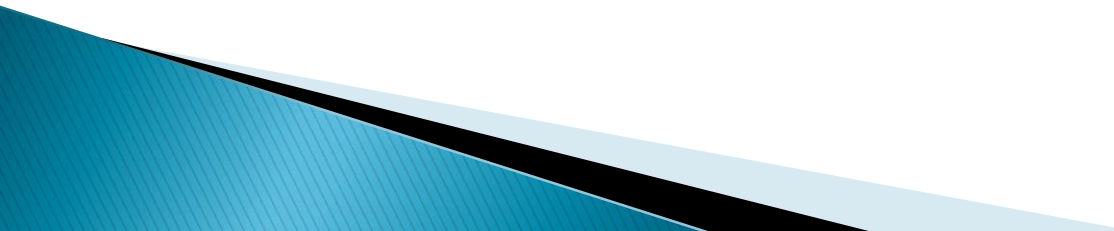
Below is an example of the confirmation the customer will receive once they have successfully clicked on the e-mail link to activate their account.



# How long does it take to receive a confirmation?

Generally, the confirmation comes immediately!

But sometimes it takes a lot longer; the server might be down; the consumer may have a million emails they've never checked...



Customers who have successfully established a User ID and Password will enter this information on the **Login Page** to gain access to the Child Support Customer Service Portal.



Welcome to the Ohio Department of Job and Family Services

If you are currently a registered user for ODJFS online Cash, Food, Medical benefits, or already registered for the Child Support Customer Service Portal, please use your existing User ID and Password

Enter your User ID:  (Between 6 and 15 characters)

Enter your Password:  (Between 6 and 15 characters)

If you don't have an Account, [Click Here](#)

If you forgot your password, [Click Here](#)

When the customer clicks "Login" after they successfully entered their User ID and Password they will be driven to the Authorization Page.

The **New User Authorization Page** is viewable to all customers who have successfully created a user ID and Password. This is the first page customers come to before entering the Child Support Customer Service Portal.

This question is required prior to entering the portal for the first time, in order to determine the person's identity and what type of access they will need for the portal. In the 1<sup>st</sup> example, the customer selected "Yes" they are ordered to receive payments and clicked "Continue."

o.gov | Department of  
Job and Family Services

Child Support Customer Service Portal

Screen Help

Print  
Page

LogOff

### New User Authorization

Are you ordered to **RECEIVE** support on any case? ☒ Yes ☐ No

Continue

To register, you will be asked to provide your 10 digit child/spousal support case number, SSN and direct deposit or e-QuickPay account number (if you receive support).

You only need to register one time for all of your Ohio Child Support cases. Once your information has been validated, you will be provided access to all of your cases within the child support system.

NOTE: Cases that are closed will not appear in the portal.

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)

Date of Release: December 23th, 2011; Version 1.21 - RP\_437; Ohio  
Department of Job and Family Services

Tuesday December 27 16:21:51 EST 2011



This **Registration Confirmation Page** is viewable to customers who have successfully been authorized to use the portal. When the customer clicks "Continue" they will be driven to the portal Home Page.



## Registration Confirmation

**CONGRATULATIONS!**

You are now authorized to use the Child Support Customer Service Portal.

[Continue](#)

[Privacy Statement](#) | [Disclaimer](#) | [Contact](#)

Date of Release: December 14th, 2011; Version 1.10 - RP\_437; Ohio  
Department of Job and Family Services

Thursday December 15 14:52:07 EST 2011

# Established users....

- ▶ Will not have to wait for a confirmation, they are already established.



- ▶ Customers who are currently registered as users for ODJFS online cash, food or medical benefits are considered established users and may access the Child Support Web Portal by using their existing user ID and password.

- ▶ The Home Page is the key to accessing your account.



The **Home Page** is the first page a customer will see after logging into the portal once they have successfully registered and logged in. The Home Page provides the customer with a snapshot of case information.

The screenshot shows the 'Job & Family Services Office of Child Support' portal. At the top, there's a header with a photo of two children, navigation links (Screen Help, Print Page, LogO), and a welcome message for Sarah Smith. The main content area is divided into three sections: 'PAYMENT ACTIVITY' (blue header), 'MESSAGE CENTER' (green header), and 'MY PERSONAL INFORMATION' (purple header). A large red arrow points from the 'MESSAGE CENTER' section down to the 'MY PERSONAL INFORMATION' section.

**Job & Family Services Office of Child Support**

Screen Help Print Page LogO

Welcome, Sarah Smith

**PAYMENT ACTIVITY**

**Last Payment(s) Sent to You**

Case: 7012345678 Order: 10DR1234  
Other Party: RICHARD SMITH  
\$ 65.91 was sent to you on Aug 31, 2011

**MESSAGE CENTER**

**Coming Soon !**

Please check back for these exciting new enhancements to the Child Support Customer Service Portal:

- Provide updates to address, employment and other information online
- Communicate with county through online message center
- Child Support Calendar
- Apply for Services Online

**MY PERSONAL INFORMATION**

The My Personal Information Section allows you to review any of the following information on your child support case.

My Address Health Insurance Information View and Print Payment History  
My Employer How My Payments Are Received Make A Payment

**PAYMENT HISTORY REPORT**Print  
Page**CLARK COUNTY CHILD SUPPORT ENFORCEMENT AGENCY**

1346 LAGONDA P.O. 967-A SPRINGFIELD, OH 45501-4401 (937)327-3666 (800)516-3463

FINANCIAL TRANSACTION HISTORY FOR PERIOD: 01/01/2010 - 12/18/2011

Case Number: 7012345678    Order Number: 10DR1234    Date Printed: 12/19/2011  
Obligee Name: SMITH, SARAH    Monthly Support  
Obligor Name: SMITH, RICHARD    Child: \$281.55  
Additional: \$63.07  
As Of: 12/18/2011    Total: \$344.62  
Unpaid Balance: \$1,085.07    Total Credits: \$0.00    Funds on Hold: \$0.00

Transaction Date	Collection Amount	Allocation		Disbursement To		Disbursements	
		Current	Arrears	Family	Other	Refunded	Fees
08/31/2011				65.91			
08/31/2011							0
08/31/2011	66.27	65.91					
08/24/2011				61.00			

If the customer clicks on "View and Print Payment History" a new window will open up with the payment history page. This is a fast and easy way for a customer to print off a payment history for their most recent order.

The My Personal Information Section allows you to review any of the following information in your child support case.



My Address



Health Insurance Information



View and Print Payment History



My Employer



How My Payments Are Received



Make A Payment

## PAYMENT HISTORY REPORT

## CLARK COUNTY CHILD SUPPORT ENFORCEMENT

1346 LAGONDA, P.O. Box 967-A SPRINGFIELD, OH 45501-4401 (S)

FINANCIAL TRANSACTION HISTORY FOR PERIOD: 02/01/



The customer can click the **"Print Page"** button to print the payment history.

Case Number: 7012345678 Order Number: 10DR1234

Date Printed: 01/13/2012

Obligee Name: SMITH, SARAH

Monthly Support

Obligor Name: SMITH, RICHARD

Child: \$281.55

Additional: \$63.07

Total: \$344.62

As Of: 01/12/2012

Unpaid Balance: \$1,970.61

Total Credits: \$0.00

Funds on Hold: \$0.00

Transaction Date	Collection Amount	Allocation		Disbursement To		Disbursements	
		Current	Arrears	Family	Other	Refunded	Fees Paid
12/30/2011				250.00			
12/30/2011					200.00		
12/30/2011				19.74			
12/30/2011					3253.35		
12/30/2011					210.00		16.91
12/01/2011	250.00		250.00				
12/01/2011	200.00		200.00				
12/01/2011	3500.00	834.75	2648.34				
11/30/2011					65.70		
11/30/2011					65.70		
11/01/2011							1.32
11/01/2011							1.32
09/30/2011	67.02		65.70				
09/30/2011	67.02		65.70				
Totals	4084.04	834.75	3229.74	269.74	3794.75		19.55

# What if there were no payments?

- ▶ The payment history report will state:

“No Payment found for this Case/Order for the current or past 23 months”.

Home Page

My Cases

My Support Order & Payment Information

My Personal Information

Child Information

Make A Payment

How My Payments Are Received

Has Your Email Address Changed

Change Password

Frequently Asked Questions

Glossary

Welcome, Sarah Smith

## PAYMENT ACTIVITY

### Last Payment(s) Sent to You

Case: 7012345678 Order: 10DR1234  
Other Party: RICHARD SMITH  
\$ 65.91 was sent to you on Aug 31, 2011

## MESSAGE CENTER

### Coming Soon !

Please check back for these exciting new enhancements to the Child Support Customer Service Portal:

- Provide updates to address, employment and other information online

NOTE: If the customer wants to print a payment history for an order other than the one that displays when they select the "View and Print Payment History" icon, they can select the "My Support Order and Payment Information" link from the navigation pane. Once they are transferred to that page, they can click on the order number icon at the top of the page, and select the order they wish to view. They can then scroll to the bottom of the page and click on the "Payment History" button .

## MY PERSONAL INFORMATION

The My Personal Information Section allows you to update the following information on your child support case.



My Address



Health Insurance Information



View and Print Payment History



My Employer



How My Payments Are Received



Make A Payment



## Office of Child Support Customer Service Portal

Services Office of Child Support

Case Order List

7012345678-10DR1234

7012345678-10DR1234  
7012345678-03DR1234  
7012345680-01JU0123  
7012345680-01JU0124

Screen Help

Print  
Page

### My Support

#### Support Order

Case Number

Case Status

Order Number

Order Date

Other Party

Child(ren)

7012345678

Open IV-D

10DR1234

September 25, 2010

RICHARD SMITH

BRANDON SMITH

#### Monthly Support Obligations

Amount

Ordered Payment Child Support Arrears

\$100.00

Fee Obligations

\$2.00

Total

\$102.00

When the data displays case and/or order specific data, a "Case/Order List" drop down box will be displayed at the top of the Web Page. The customer can then select another case/order to view information on for that web page. Note: Customers can also do this using the My Cases Page which provides them with more information (other party and children names) if they need more assistance determining which case they want to view information on.



Home Page

My Cases

My Support Order &  
Payment Information

My Personal Information

Child Information

Make A Payment

How My Payments Are  
Received

Has Your Email Address  
Changed

Change Password

Frequently Asked Questions

Glossary



Ohio.gov

Department of  
Job and Family Services

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## Job & Family Services Office of Child Support

Office of Child Support Home

Child Support Services

Child Support Payment  
Central

Other Links & Resources

Payment Status Website

### Office of Child Support - Frequently Asked Questions

#### TOPICS

- [Child Support Case](#)
- [Case Intake](#)
- [Locating the Absent Parent](#)
- [Paternity Establishment](#)
- [Support Establishment](#)
- [Medical Support](#)
- [Child Support Guidelines](#)
- [Review and Adjustment of Support Orders](#)
- [Enforcement of a Support Order](#)
- [Termination of Support](#)
- [Employers](#)
- [Child Support Payment Central - Making Payments](#)
- [Child Support Payment Central - Receiving Payments](#)
- [Child Support Payment Central - Ohio e-QuickPay Card](#)
- [Child Support Payment Central - Expired e-QuickPay Card](#)
- [Interstate/Intergovernmental Cases](#)

If the customer clicks on the "Frequently Asked Questions" link, a new window will open up to the office of Child Support Frequently Asked Questions sites available at:  
<http://jfs.ohio.gov/Ocs/OCSE/AQs.stm>

Phone: 937-327-3666, 800 Number: 800-516-3463

Fax: 937-327-3698

For County websites, hours of operation, etc. Please click link

[http://jfs.ohio.gov/county/County\\_Directory.pdf](http://jfs.ohio.gov/county/County_Directory.pdf)

# The Child Support Web Portal:

- ▶ Fast
  - ▶ Easy
  - ▶ Efficient
- 





Child Support  
Customer Service  
Web Portal



<http://jfs.ohio.gov/Ocs/index.stm>